



SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT	Case No.:	1
	Serial No.:	09/420912
	Applicant:	J. A. Ford
	Filing Date:	October 20, 1999
	Group Art:	2772

U.S. PATENT DOCUMENTS

*Examiner Initial			Date	Name	Class	Subclass	Filing Date
RMB	AA	5,335,269	08/02/94	Steinlicht	379	266	03/12/1992
RMB	AB	5,506,898	04/09/96	Costantini et al.	379	266	07/12/1994
RMB	AC	6,130,942	10/10/00	Stenlund	379	265	10/30/1998
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

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FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation
	AL	0 740 450 A2	10/30/96	EPC	H04M	3/50	
	AM						
	AN						
	AO						
	AP						

OTHER (including Author, Title, Date, Pertinent Pages, etc.)

RMB	AR	Hassler, K.W. et al., <u>Revolutionizing Definity Call Centers In the 1990s</u> , AT&T Technical Journal, U.S., American Telephone and Telegraph Co., New York, vol. 74, no. 4, 1 July 1995, pages 64-73.
	AS	
	AT	

EXAMINER <i>Rebecca M. Bachner</i>	DATE CONSIDERED <i>1/22/02</i>
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*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609:
Draw line through citation if not in conformance and not considered. Include copy of this form with next
communication to applicant.